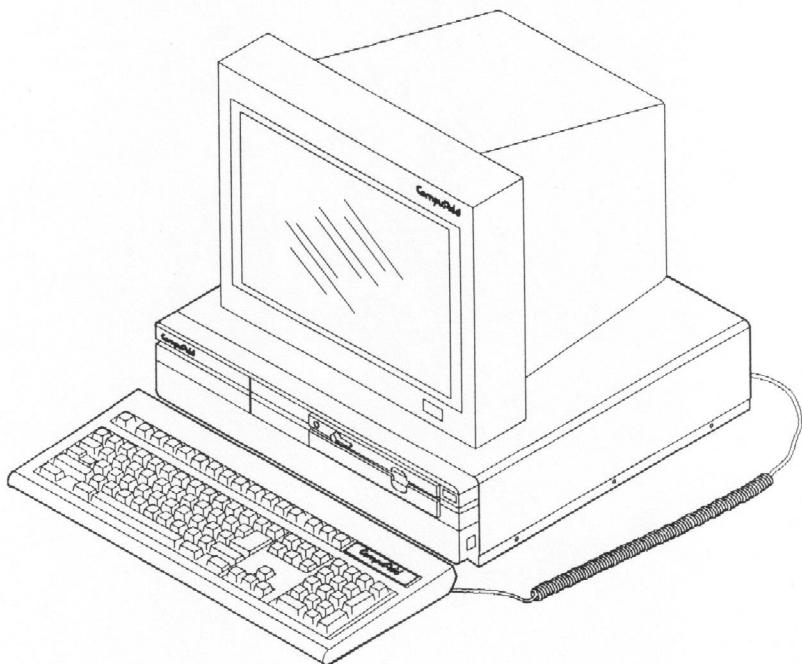
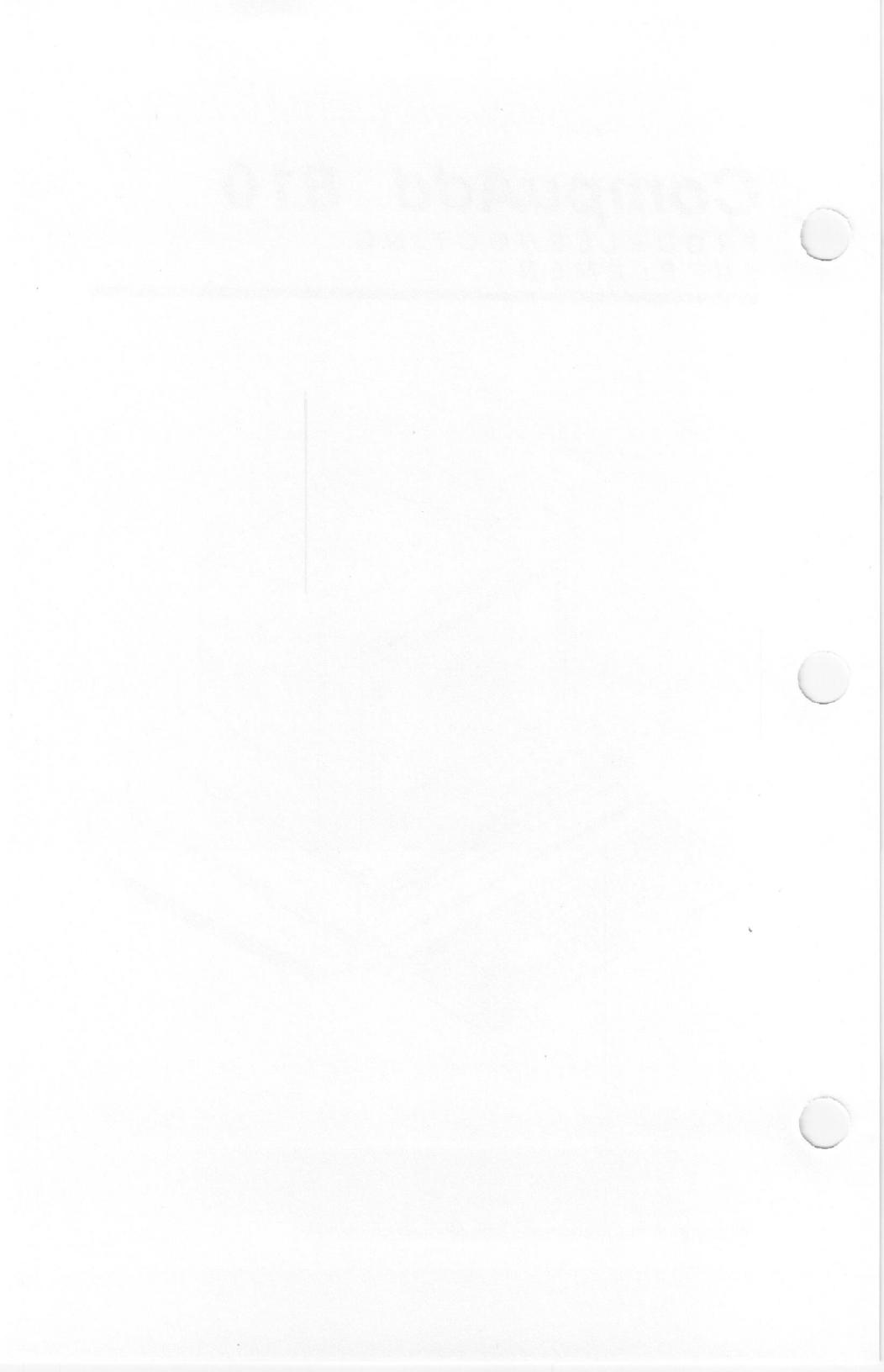


CompuAdd 810

TROUBLESHOOTING SUPPLEMENT





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TROUBLESHOOTING SUPPLEMENT

Introduction

This Troubleshooting Supplement will help you isolate and correct system malfunctions. Most malfunctions result from incorrectly connected system components or jumpers and switches that are set wrong. You can locate and fix the majority of these types of problems by following the instructions given here. The manuals supplied with your system options (video display units, printers, add-in cards) can also be helpful in diagnosing problems.

Using This Supplement

This supplement divides problems into three general types:

- **Power Problems** - The system does not start
- **No Error Messages** - The system starts, but does not operate correctly and NO messages appear on the screen
- **Error Messages** - The system starts, but does not operate correctly and a message appears on the screen

Each major area is sub-divided by problem description.

Before correcting a problem, you must isolate it. First, determine which general area the problem falls under. Then find the description of your specific problem.

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You may **not** have to complete all of the suggested actions to correct a problem, but do complete **all** numbered steps of any action you try.

*NOTE: Some of the suggested corrective actions require you to open the system unit. Opening the system unit does **NOT** void the warranty.*

Instructions for removing the system unit cover are in Chapter 4 of the *Installation and Operations Manual*.

WARNING!

Before removing the system unit cover, turn off the power and disconnect the power cord.

A few of the suggested corrective actions in this supplement require you to turn on the system with the system unit cover removed. When the cover is off and the power is on, observe these safety precautions.

1. Remove any metal jewelry (rings, bracelets, necklaces) that might come in contact with the system unit.
2. Do not reach into the system unit or touch any of the internal hardware while the system unit power is on.
3. Do not leave any loose components, cards, or other objects in the system unit.
4. Turn the system unit off while removing or replacing the cover.

CAUTION

Static electricity can damage the components on adapter cards and the system board. Before handling a card, discharge any static charge by touching some metal object, such as the system unit base. Hold adapter cards by the edges when you install them and never touch the soldered side of the cards.

Power Problems

Problem Description:

- No power or power dies
- Computer doesn't boot
- No fan sound, no beeps, no video display, no response

Possible Solutions:

These problems are usually caused by missing or faulty power connections. There are three places in the power path to check for the breakdown:

- At the wall outlet
- At the power cable connections and switches
- At the power supply and internal connections

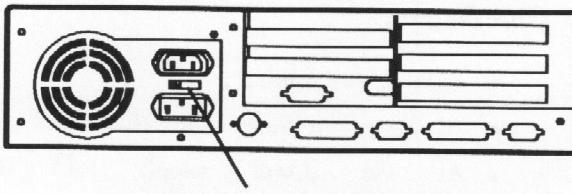
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Test the Wall Outlet

- Try another device in the outlet.
- 1. Switch the system off and unplug it.
- 2. Plug a device which is known to work (such as a lamp) into the outlet.
 - a. If the device **does not** work, the problem is in the outlet. Connect the system to another outlet.
 - b. If the other device **does** work, check for trouble with the system's cable connections and switches.

Check the System Power Cable Connections

- Make sure the system unit power cable is securely plugged into the wall outlet and into the connector in the rear panel of the system unit.
- Check the power supply option switch on the back panel. Refer to Figure 1 for the location of this switch. Make sure it is set for the correct voltage, 115V in the U.S. and Canada, 230V in the U.K. and Europe.



POWER SUPPLY OPTION SWITCH

Figure 1. Power Connector and Power Supply Option Switch

- Make sure the data cables of all external devices (video display unit and peripherals) are correctly connected to the system unit. Confirm that all data cables are firmly seated in their connectors.

If the system still does not start, perform the following tests on the power supply and the internal connections.

Test the Power Supply and Internal Connections

WARNING!

You must remove the system unit cover for these tests and they require that the system be turned on while the cover is removed. Follow the precautions at the beginning of this supplement.

NOTE: The fan comes on when the power supply is running. Listen for the sound of the fan as an indication that the system is running.

- Check to be sure all internal connections are secure.
 1. Turn off the system unit and any peripherals and remove the system cover.
 2. Make sure the power cable to the system board is securely connected. Refer to Figure 2.

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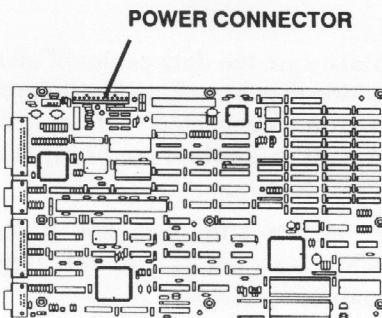


Figure 2. System Board Power Connector Location

3. Make sure the riser board and all cards in it are fully inserted in their slots.
4. Make sure the power and data cables to the disk drives are connected properly and securely.
5. Turn on the system unit and check for indications that the system is running.
 - Check internal components individually.
1. Turn off the power.
2. Remove all cards from the slots in the riser board and disconnect the power cables to the disk drives.
3. With only the system board connected to the power supply, turn on the system.
 - a. If the system **does not** start, either the system board or the power supply is defective. If your system is still under warranty, call Technical Support using the directions at the end of this Troubleshooting Supplement.

Power Problems

- b. If the system **does** start with only the system board powered, continue the test by plugging in and testing each card one at a time.
4. Turn off the system, add a card, then turn the system back on each time. Start with the I/O card if your system includes one. Connect and test the drives separately and last.
 - a. If the system **does not** start when one of the cards or drives is installed, that card is probably defective.
 - b. If the system **does** start with each drive connected individually, but still will not start with all of the cards installed and power connected to all of the drives, the power supply may not be able to handle the load.
5. Replace all of the cards and connect all of the drives. Remove the cards one at a time, turning the power off before you remove the cards, then turning the system back on.
 - a. If when you remove a card or disconnect a disk drive and the system starts, the card or drive you removed is loading down the power supply. You must either replace the power supply or the problem device.

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No Error Messages

Problem Description:

- System stops while booting and no messages appear
- Computer starts, but screen is blank

The problems in this area are sub-divided by system device. More specific problem descriptions are under each device heading.

Video

Problem Description:

No video

Possible Solutions:

- Make sure the system is booting, and that it is the video display unit that is the problem.
- 1. Insert a DOS system diskette in Drive A. (A system diskette has the DOS files necessary to start your computer on it. The INSTALL diskette for DOS 4.01 and the PROGRAM diskette in earlier versions of DOS are system diskettes.)
- 2. Turn the system unit power on. If no display appears after 30 seconds, press the F1 key. Check to see if the diskette drive activity comes on. The light is in the upper right corner of the front of the system unit.

No Error Messages

3. Press the **Enter** key twice and then type:

DIR

and press the **Enter** key again. Check to see if the diskette drive activity light comes on.

a. If the light **does not** come on there is probably something wrong with the diskette drive and there may not be a problem with the video display unit.

b. If the light **does** come on, try the following corrective actions.

- Make sure that the video display unit power switch is ON.
- Check the power cable to the video display unit. Make sure it is plugged into a working outlet. Test the outlet by plugging an electrical device which is known to work (such as a lamp) into the outlet.

If the lamp does not work, the problem is in the wall outlet. Connect the system to another outlet.

- If the outlet and power cable are good, check the video data cable connection in the rear panel of the system unit. Make sure the cable is properly seated and secured with the retaining screws.
- Adjust the brightness and contrast knobs. You should be able to see the display change intensity as you turn them.

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- Make sure that the video display unit you are using is compatible with the video adapter card installed in your system. Your system has a video controller on the system board for monochrome and color graphics array (CGA) video display types. If your system has an EGA or VGA display, you must have an appropriate video adapter card in one of the slots on the riser board and disable the onboard video controller. Refer to your video display unit and video adapter card manuals for information on video adapter cards.
- If you have printer connected, try a print screen command. Enter some characters from the keyboard, then press the **Shift** and **Print Screen** keys simultaneously. If the characters do not appear on the video display, but they print out on the printer, the video display unit is defective.
- Run the Diagmenu diagnostic tests.
 1. Insert the diskette that came with your system in Drive A.
 2. At the DOS A: prompt, type:
DIAGMENU
and press the **Enter** key.
 3. Make sure the equipment list shows the correct video type for your system.
 - a. If the video type is correct, enter **y** as the response to the Execute Diagnostics? prompt at the bottom of the screen. The diagnostic tests will run, including the appropriate video test. If the video test fails, call Technical Support.

No Error Messages

- b. If the video type is not correct then the jumpers and switches are not set correctly.
- Check the video controller jumper and switch settings on the system board.

1. Turn off the power and open the system unit.
2. Use Figure 3 to find switch bank SW2, and jumpers J12 and J13 on the system board. Switches 1 and 2 in SW2 and jumper J12 select the video mode of the onboard video controller. Jumper J13 enables or disables the onboard video controller.

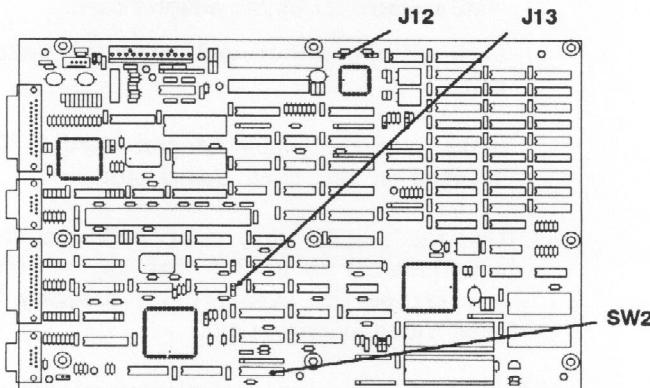


Figure 3. Video Display Switch and Jumper Locations

NOTE: Ensure that the switches are set correctly for the type of video display connected to the built-in video port on the rear panel of the system unit. Table 1, on the following page, shows the settings for the switches and the jumpers.

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Table 1. On-board Video Controller Switch Options

Switch 1	Switch 2	Video Mode
OFF	OFF	Monochrome
OFF	ON	80X25 CGA
ON	OFF	40X25 CGA
ON	ON	Alternate (EGA/VGA)

3. Close the system unit and turn on the power.
 - If you have an EGA or VGA monitor, check the video controller on the adapter card.
1. Turn off the power and open the system unit.
2. Make sure the video adapter card is fully inserted in the riser board slot.
3. Use the manual that came with the video adapter card to ensure that any switches or jumpers on the card are set properly for your video display type.
 - If another system and display are available:
 1. Use your video display unit on the other system.
 2. Connect a video display unit that is known to be good to your system.

No Error Messages

Problem Description:

Video appears but is distorted

Possible Solutions:

Adjust the vertical and horizontal hold knobs.

Disk Drives

Problem Description:

- Drive light does not come on
- No sound of drive running
- No indication that data is being transferred to or from the disk

Possible Solutions:

Diskette Drives

Make sure the diskette is inserted properly. 5 1/4" diskettes are inserted correctly when the write-protect notch is on the left and the oblong opening in the diskette cover enters the drive first. 3 1/2" diskettes are inserted with the arrow stamped on the plastic cover on the left and pointing into the drive. Push the diskette into the drive until you feel and hear it click into place.

All Disk Drives

Run the Diagmenu diagnostic tests.

1. Insert the diskette that came with your system in Drive A.

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2. At the DOS A: prompt, type:
DIAGMENU
and press the **Enter** key.
3. Make sure the equipment list shows the correct number and type of diskette drives installed in your system.
4. Indicate the correct number and type of fixed-disk drives installed in your system on the equipment list.
When the diagnostic utility makes a check of installed options, it finds installed fixed-disk drives and prompts you for the number and type of drives.
 - a. If the number and type of diskette drives is not correct, check the diskette drive controller jumpers and the drive data and power connections inside the system unit. The procedure for this check starts at the next box.
 - b. Type a 1 in response (The onboard fixed-disk drive controller in your system only controls one disk). A list of drive makers appears on the screen. Select the appropriate manufacturer.
 - c. Next, a list of fixed-disk drives made by the manufacturer you selected, and supported by a diagnostic test on the diskette, appears. choose the drive model installed in your system. Refer to the drive manual that came with the fixed-disk drive if you are unsure what model you have.

No Error Messages

d. When you have entered the number and specified the type of the drive installed in your system, enter **y** as the response to the Execute Diagnostics ?(y/n) prompt at the bottom of the screen. The diagnostic tests will run, including the appropriate disk drive tests. If the Diagnostic Completion Status Screen shows FAILED for the FLOPPY or FIXDSK test, call Technical Support.

- Check the internal cable connections, jumpers, and switches.
- 1. Turn off the system and remove the system unit cover.
- 2. Make sure that the cables from the power supply to the disk drives are connected properly and securely.
- 3. Check the drive control and data cables. Note the colored edges of the cables. The colored edge is a marker to prevent the cable from being installed backwards. Refer to the manual that came with your disk drive for more detailed information on cable connections.
- 4. If you have two diskette drives connected by a daisy-chain data cable, the end of the cable that connects to the drives has a twist in it. If your system has only one drive, the end with the twist must be connected to that drive. The connector in the middle of the cable is for a second drive.

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NOTE: Make sure there is NO terminating resistor pack on a drive that is connected to the middle connector of daisy-chain control cables. The drive connected to the end of the control cable must have a terminating resistor pack installed. This requirement applies whether there is only one or there are two drives installed.

Refer to your disk drive and controller installation manual for details on the location of the terminating resistor pack and instructions on how to remove it if necessary.

5. Set switch 6 in switch bank SW2 and all the switches in SW1 as shown in Table 2 to enable the diskette drive controller and indicate the drive type and capacity. Refer to Figure 4 for the location of SW2 and SW1.

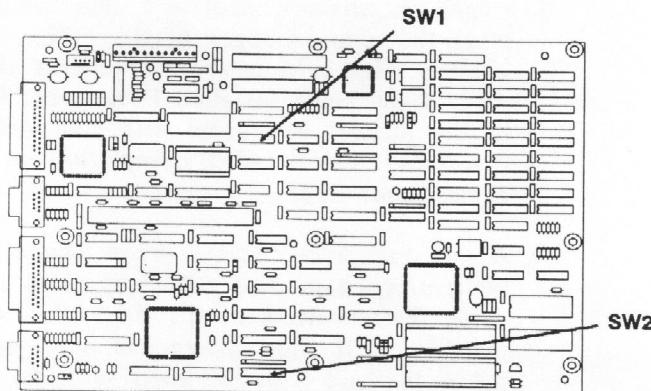


Figure 4. Switch Bank SW1 and SW2 Locations

6. Replace the system unit cover and turn on the system.

No Error Messages

Table 2. Disk Drive Switch and Jumper Settings

Switch or Jumper	Setting	Function
SW2, switch 6	ON	Onboard diskette drive controller enabled
	OFF	Onboard diskette drive controller disabled
SW1, switch 1	ON	Drive A; 360 or 720KB
	OFF	Drive A; 1.2 or 1.44 MB
switch 2	ON	Drive A; 5 1/4" diskette
	OFF	Drive A; 3 1/2" diskette
switch 3	ON	Drive B; 360 or 720KB
	OFF	Drive B; 1.2 or 1.44 MB
switch 4	ON	Drive B; 5 1/4" diskette
	OFF	Drive B; 3 1/2" diskette

If the problem persists, and if your system and disk drives are still under warranty, call Technical Support using the directions at the end of this Troubleshooting Supplement.

Problem Description:

A disk error occurs after system has been on for an extended period

Possible Solutions:

1. Turn the power off.
2. Allow the system to cool down for at least 30 minutes.

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3. Restart the system.
 - a. If allowing the system to cool down solves the problem, but the problem occurs again later, ensure that the computer has adequate air flow around it. The fan opening in the rear panel in particular needs plenty of open space to ventilate the system unit.
 - b. Open the system unit and check for cables that may impede the interior air flow.
 - c. If the trouble persists after making these corrections, the disk drive, the system board, or the power supply may be defective. If your system is still under the warranty period, call Technical Support.

Keyboard

Problem Description:

Keyboard is not working

Possible Solutions:

- Ensure that the keyboard data cable is fully inserted in the DIN connector in the rear panel of the system unit.
- If your keyboard has an AT-PC/XT switch on the bottom, check the setting. The switch must be in the XT position.
- If another system is available, try the keyboard with the other system.

No Error Messages

- a. If the keyboard does not work on the second computer, the keyboard is probably defective.
- b. If the keyboard does work on the second computer, the keyboard is good and the keyboard interface on the first computer is probably defective.

Problem Description:

The computer beeps continuously when started

Possible Solutions:

This is most likely a keyboard problem. Use the suggested solutions under **Keyboard is not working.**

Printers and Ports

Problem Description:

Printer or other peripheral does not work

Possible Solutions:

- Check that all packing materials are removed from the printer.
- Run a printer self-test.

1. On some dot-matrix printers holding the **linefeed** button down as you switch the printer power ON starts this test. Refer to your printer manual for more details.
 - a. If the printer fails the self-test, make sure there is not a paper jam and that

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the ribbon or toner cartridge is installed correctly.

- b. If the printer self-test does not turn up any errors, make sure the printer data cable connections to the system unit are secure.
- c. If the peripheral having the trouble is not a printer refer to the device's manual for self-test or troubleshooting procedures.

Make sure the printer is responding to the system.

1. Turn the printer ON and restart the system.
2. Make sure the printer resets during the start. Lights on the printer will flash and there will probably be some kind of mechanical noise as the printer resets.
3. At the DOS prompt ([drive letter]:>), type:
DIR > PRN
and press the **Enter** key.

- a. The printer should print a directory listing.
- b. If the DOS directory listing prints, the printer and printer connections are alright and the software printer configuration is probably at fault.
- c. If the directory **does not** print, continue with the corrective actions after step 4 below.

No Error Messages

4. If you are trying to print from inside an application program, make sure that the software is sending data to the correct port with the correct protocol. Most software must have the output port defined or selected from a list of options as part of the installation and setup procedure. Refer to your application's manual. For Spinnaker's Eight-in-One integrated software package, the instructions are in the *Setting Up Your Computer* section of the Eight-in-One manual.

- If possible, use the printer with another system.

If these checks do not turn up any problems and the printer still does not respond to the system, the parallel or serial port is suspect. Try the following corrective actions.

The tests are divided by port type, parallel or serial.

Parallel Ports

- If another parallel cable is available, connect the device to the port using the other cable.

CAUTION

Before you disconnect any cables, always turn off the peripheral device (such as a printer or external modem), then the system. When you turn the power back on, always turn on the system, then the device.

If the printer or other device works with the other cable, the first cable is defective.

- If you have more than one parallel port, make sure that they are configured as separate ports or disabled.

The built-in parallel port in your system is either enabled and designated LPT1, or disabled. If you have a video display adapter or I/O card with a parallel port, and that card was not installed in your system at the factory, that port is probably also set up as LPT1.

NOTE: On some add-in cards with parallel ports it is not possible to change the assignment of the port to LPT2 or LPT3. Since the system's parallel port is also fixed as LPT1, you must disable either the system or the add-in card's parallel port.

1. Turn off the power and open the system unit.
2. Set switch 5 in switch bank SW2 ON to enable the system's parallel port; set it OFF to disable the built-in port.

No Error Messages

3. Refer to your adapter card installation manual for instructions on the parallel port on that card.
4. After setting the switches, replace the cover and turn on the system unit.

If you have two parallel devices:

1. Connect one of the devices to the problem port.
2. Run a test (such as printing a short file) to see if the device is receiving data.
3. Remove the first device, connect the second device, and test it.
 - a. If one parallel device runs and the other parallel device does not the second device is probably defective.
 - b. If neither parallel device runs, the port is defective. If your system is still under warranty, call Technical Support.

Serial Ports

Connect the device to the other serial port.

Your system has two built-in serial ports. One of these has a 9-pin connector and is designated COM1. The other has a 25-pin connector and is designated COM2

1. If you have the proper cable for connecting the device to the second serial port, connect the device and send a test file to it.

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CAUTION

Before you disconnect any cables, always turn off the device, then the system. When you turn the power back on, always turn on the system before turning on the device.

- a. If the device works on the second port, either the first port or the cable for the first port is defective.
- b. If the device does not work on the second port, the second cable or the second port could be bad.
- c. Because both the cables and the ports are different, a second cable of each type is required to eliminate the defective cable possibility.

If available, connect the device to the system using another cable.

If the printer or other device works with the other cable, the first cable is defective.

Make sure that the serial ports are configured as separate ports and assigned the correct interrupt request (IRQ) line.

The built-in serial ports in your system may be disabled, or enabled as:

COM1, assigned IRQ4 (9-pin port connector)
COM2, assigned IRQ3 (25-pin port connector)

No Error Messages

If you have an I/O card with a serial port, and that card was not installed in your system at the factory, that port is probably also set as COM1.

NOTE: Since the system's serial port designations are fixed, you must either disable the system's COM1 port, or disable or change the add-in card's COM1 port.

1. Turn off the power and open the system unit.
2. Set switches 3 and 4 on switch bank SW2 as shown in Table 3 to enable or disable the serial ports.

Table 3. Serial Port Switch Settings

Switch	Setting	Function
3	ON	Serial port 1 enabled
	OFF	Serial port 1 disabled
4	ON	Serial port 2 enabled
	OFF	Serial port 2 disabled

3. Refer to your adapter card manual for instructions on configuring the serial ports on your I/O card.
4. After setting the switches, replace the cover and turn on the system unit.
 - If neither serial port works, test the ports individually.
 1. Disable one port.

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2. Make sure that the baud rate, parity, and stop bits are set identically for the serial port and the serial device. (Refer to the device manual for information on setting these protocol attributes.) Use the DOS MODE command to change the protocol attributes of the port.
3. After testing the first port, disable it. Then enable the second port and repeat step 2.

Optional Game Port

Problem Description:

No response to joystick actions

Possible Solutions:

- Check the data cable connection to the game port. The cable connector is keyed to avoid improper installation, however, check to see that it is attached correctly and fully on the connector.
- Make sure switch 8 in switch bank SW2 is ON. This switch enables the game port.

Other

Problem Description:

System loses date and time when power is off

Possible Solutions:

- Your system does not maintain the date and time when the computer is off unless you have the real-time clock option installed.

No Error Messages

- If you have this option, and you are losing the date and time, make sure the clock chip is fully seated in the socket. Figure 5 shows the location of the clock chip socket. Also be sure you have CONFIG.SYS and CLOCK.SYS files in the root directory of the disk you use to start the system. The CONFIG.SYS also must contain the line DEVICE = CLOCK.SYS.

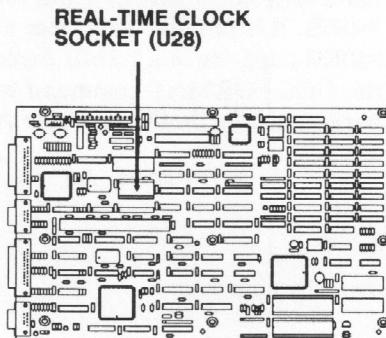


Figure 5. Real-time Clock Chip Socket Location

Problem Description:

Can't run BASICA

Possible Solutions:

- BASICA only runs on IBM systems, Use GW-BASIC with CompuAdd systems.

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Problem Description:

Can't make a backup copy of the DOS diskette using
DISKCOPY

Possible Solutions:

- Make sure you are copying to either an unformatted diskette or a diskette formatted at 360KB. It is possible to format a diskette at the 360KB capacity in a 1.2MB diskette drive using the DOS FORMAT command with the /4 parameter. To do this in Drive A, type:

Format A: /4

Error Messages

Problem Description:

Computer starts, but error messages appear

The solutions to problems in this section are listed under the error message that appears on the display.

Problem Description:

"1701" failure code appears on screen

"No boot device available - strike F1 to retry boot"

"Hard disk failure - strike the F1 key to continue"

"Invalid Configuration" messages appear during boot.

Error Messages

Possible Solutions:

These messages usually indicate that the system can not read data from the disk. Make these tests.

- If you are running your system from a diskette, make sure the diskette is fully inserted. If the drive has a latch, make sure it is latched. Press the **F1** or the **Ctrl, Alt, and Del** keys simultaneously.

If the boot error recurs, it is possible that the drive cables are loose.

- Check the disk drive connections.
 1. Turn off the system and remove the system unit cover.
 2. Make sure the drive control and data cables are installed correctly.
 3. Make sure that the cables from the power supply to the disk drives are connected properly and securely.
 4. If you are using a drive controller card instead of using the onboard IDE drive interface, make sure the controller card is fully seated in the bus expansion slot on the riser board. Also confirm that the onboard IDE drive interface is disabled using switches 7 and 10 on switch bank SW2. Refer to Chapter 3 of the *Installation and Operations Manual* for full drive setup instructions.
 5. If you have two drives connected by a daisy-chain control cable, the end of the

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cable that connects to the drives has a twist in it. Figure 4 shows a cable with the twist. If your system has only one drive, the end with the twist must be connected to that drive. The connector in the middle of the cable is for a second diskette drive.

NOTE: Make sure there is no terminating resistor pack on drives that are connected to the middle connector of daisy-chain control cables. The fixed-disk drive connected to the end of the control cable must have a terminating resistor pack installed. This requirement applies whether there is only one or there are two fixed disk drives installed.

6. Replace the system unit cover and turn on the system.
 - a. If the error recurs, boot with the DOS system diskette in Drive A. When the DOS prompt (A>) appears, run the DIAGMENU utility.
 - b. Finally, if all of the above actions have failed, reformat the drive using the DOS FORMAT command or other fixed-disk formatting utility.

WARNING!

All data on the fixed-disk will be lost when you reformat it. To save the data on the disk, use a disk backup program or the DOS BACKUP or COPY commands.

Error Messages

Problem Description:

RAM Parity Error at NNNN and NNNN

Possible Solutions:

This message indicates that there is a problem with the integrity of data as it is read in and out of the RAM addresses indicated in place of NNNN above. **WRITE DOWN THE NUMBERS!**

1. Reboot and try to duplicate what you were doing when the error occurred.
 - a. If the address of the interrupt is different each time the interrupt occurs, and your warranty is still in effect, call Technical Support. Instructions for making a service call are at the end of this supplement.
 - b. If the address of the interrupt is the same each time the interrupt occurs, one of the RAM chips is bad and must be replaced.

Problem Description:

"CRT Error"

Possible Solutions:

This indicates a video display problem. Try these corrective actions:

- Check the video display unit power and data cable connections.

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- Run the DIAGMENU utility on the system utilities diskette. Be sure the correct type of video display unit is listed in the equipment list.
- Check the onboard video controller or video adapter card settings.

1. Turn off the system and remove the system cover.
2. If you are using the onboard video port and controller, check SW2, switches 1 and 2, and jumpers J12 and J13 on the system board to ensure they indicate the correct type of video display. Refer to Table 4-2 in Chapter 4 of the *Installation and Operations Manual*.
3. If you are using an alternate video display card, make sure that the adapter card and the video display unit are compatible and that any switches on the video display adapter card are set correctly. Some adapter cards can run both monochrome and color video displays. Others can run only monochrome or only color. Refer to the video display unit and video adapter manuals for more information.

NOTE: Limited color emulation is possible on monographics systems. Place the MG-150 diskette, that came with your monographics monitor, in Drive A. Enter A:|COLOR C.

4. Replace the system cover and turn on the system.

General Solutions to Problems with DOS

Problem Description:

"Fatal Internal Stack Failure" error message

"K-B Error"

Possible Solutions:

These messages indicate that the system is not receiving data from the keyboard.

- Check the AT/XT switch on the bottom of the keyboard to be sure it is set in the XT position.
- Make sure the keyboard connection at the rear of the system unit is secure.

General Solutions to Problems with DOS

When you encounter error messages or other problems while using DOS, try these corrective actions. For further corrective action, refer to the DOS manual section on the command that is causing the error.

- Check your spelling. Press the F3 key or press the → key repeatedly to display the line you typed last.
- Type the backslash character (\), not the forward slash character (/) to separate directory and filenames in a path name.

Drive:ROOT\DIRECTORY\SUBDIRECTORY

Type the forward slash character preceding command parameters.

Format /sys

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- Check the command syntax. Refer to the DOS manual section on the command you are using.

DOS Error Messages

This section lists some common DOS error messages.

Bad command or file name

- Check your spelling. Press the F3 key or press the → key repeatedly to display the line you typed last.
- Ensure that the program or file is on the specified drive and accessible from the current directory. For a list of files, enter:

DIR [drive]:\ [directory]

replacing [drive] with A, B, or C and [directory] with the name of the target directory.

- Ensure that your file specification is correct; some DOS commands do not allow operations between different disk drive types, different directories, or between a fixed-disk drive and a diskette drive.

Not ready error reading drive A Abort, Retry, Fail?

- Make sure the drive latch is down.
- Make sure the diskette is inserted properly. When the diskette is positioned correctly, the write-protect notch is on the left and the oblong opening in the diskette cover enters the drive first.

General Failure error reading drive A Abort, Retry, Fail?

- Make sure that the diskette is formatted.
- Make sure that the diskette is formatted with the same format as your diskette drive. 360KB diskette drives cannot read diskettes formatted at 1.2MB.
- Try another diskette. If the second diskette works, the first diskette is probably defective.

NOTE: If the problem cannot be solved and the error message continues to appear on the screen no matter which of the options (Abort, Retry, Fail) you try, make sure a system diskette is in Drive A and reboot the system.

File not found

- Check your spelling. Press the F3 key or press the right arrow key repeatedly to display the line you typed last.
- Make sure that you included the file extension (the period and characters after the period) in the filename.
- Ensure that the command allows operations between directories or files.
- Check the command syntax. Refer to the DOS manual.
- Make sure that the file is on the drive and accessible from the current directory.
- Use the full path name if the file is not in the current directory.

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Invalid date

- Enter the date in the following form:

mm-dd-yyyy

where:

mm = month

dd = day

yyyy = year

Each entry must be separated by a hyphen.

Write protect error writing drive A Abort, Retry, Ignore?

- Write-enable the disk by removing the write-protect tab from the notch on the side of the diskette.
- Latch the drive door.

Placing a Service Call

If you have followed the troubleshooting procedures in this appendix and still have problems, and if the equipment is still under warranty, place a service call before taking any further action. It may be possible to solve the problem without returning the equipment. Do not remove the equipment from the system before you have placed a service call. The following paragraphs give the procedure for placing the service call, and packing the equipment for shipment if it should need to be returned.

Before You Place the Service Call

Before You Place the Service Call

When you place the service call, the service technician will need some information in order to help you identify and solve the problem.

Please have the following items and information ready before you place the service call:

- Your invoice. The first information the technician needs is your invoice number.
- A description of what you were doing when the error occurred. For example, did the error occur while you were booting the system? Did it happen when you tried to print a file? What software were you using? What version of DOS are you running.
- An exact description of how the system responded to the error. Did the computer beep, display a message and then stop? Was the red light on the diskette drive on? This information will help the technicians find a solution to the problem.
- A screwdriver and any other tools necessary to remove the system unit cover and cards in the computer. In some cases, the technician will ask you to open the computer to help troubleshoot the problem.

Placing the Call

To place a service call, dial:

1-800-999-9901

When you place the call, use a telephone near the computer. The technician who takes your call may ask you to do some of the following things to help isolate the cause of the problem.

- Run some DOS commands
- Check cable connections
- Open the system unit and check the parts inside
- Try equipment on another computer. (This is a common method of troubleshooting.)

In most cases, the problem can be identified and solved using troubleshooting procedures over the phone.

If the technician cannot solve the problem over the telephone, he or she will ask you to return the equipment and will give you a Return Merchandise Authorization (RMA) Number. Write down this number immediately. When you pack the equipment for shipment, the RMA number must be written on the outside of the box.

When you return equipment, it must include all items which you originally received with the equipment -- hardware, cables, manuals, software and anything else which you may have received. This is important because if

Placing the Call

there is a problem, it may not be caused by the equipment which appears to be at fault. All products returned for credit or replacement must be complete, like new, as when you received it. Incomplete products will not be processed and will be returned to you as received.

Include a piece of paper inside the shipping container with this information:

- The RMA number
- Your name and address
- A daytime phone number in case a technician needs to call you regarding the equipment
- A short description of the problem
- The method of shipment if you send it overnight or 2 day service. The equipment will be returned to you in a like manner, overnight or 2 day service

Sometimes, after talking to customer service, you may remember some aspect of the problem that was not discussed. If so, include this information on the paper also. It may help our technical department re-create your problem more exactly and therefore help to ensure a timely solution.

Once you have packed the equipment for shipment, write your RMA number on the outside of the shipping container. No packages will be accepted at our facility without RMA numbers.

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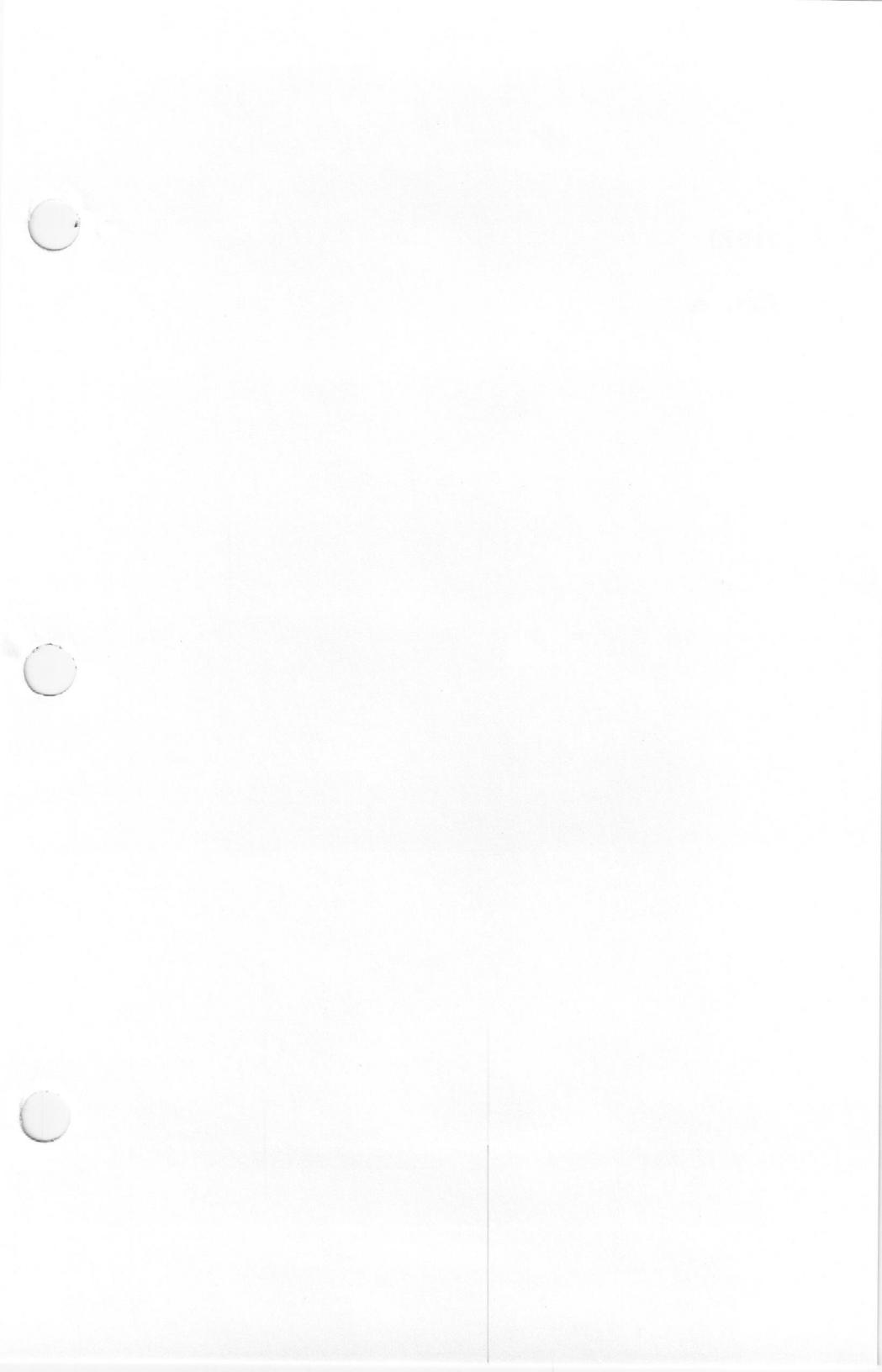
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